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DIGITAL SKILLS FOR ADULTS PERSPECTIVE FROM THE UK

Cyprus Ministry of Education and Culture
Adult Education Conference
Enhancing Adult Basic Digital Skills and Their
Access to Education and Training
Friday, 22 June 2018

LEARNING AND WORK INSTITUTE

Forum for Adult Learning **NI**

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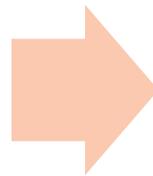L&W SEFYDLIAD **DYSGU** A GWAITH LEARNING AND WORK INSTITUTE

Scotland's Learning Partnership

Co-funded by the Erasmus+ Programme of the European Union
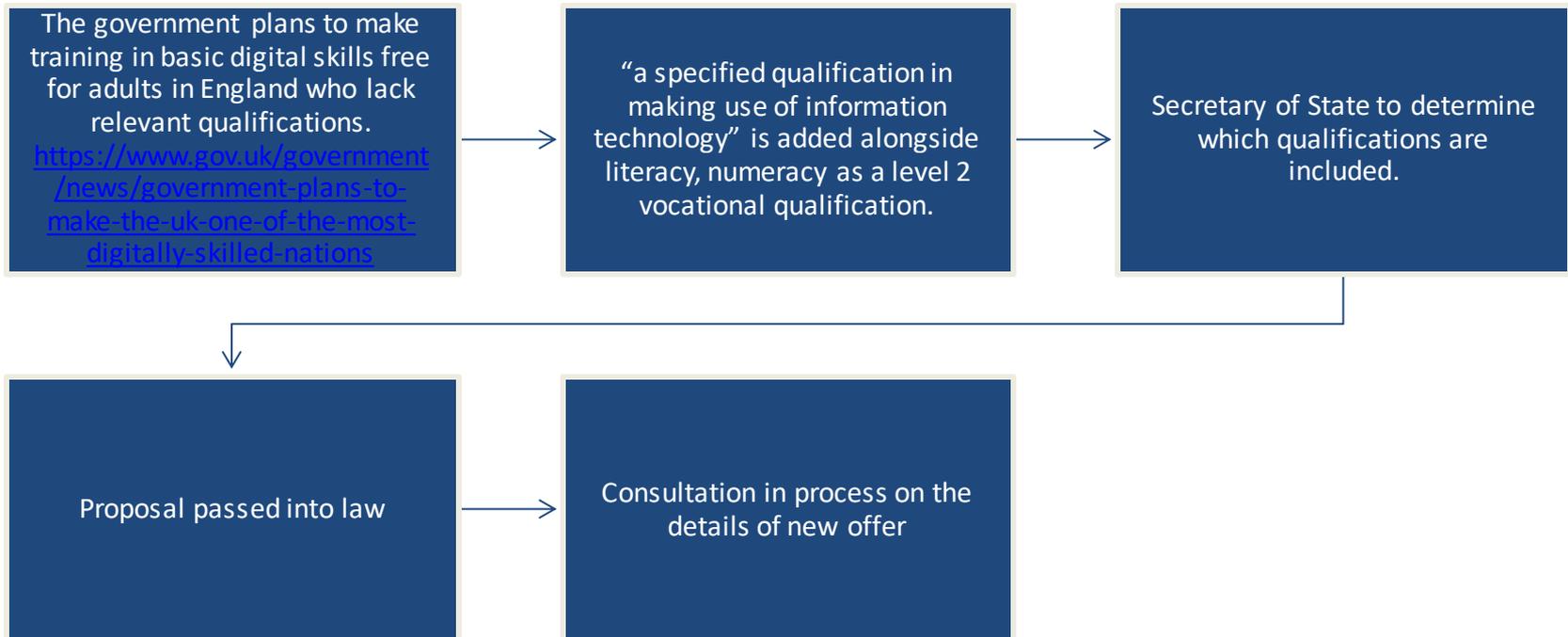
UK Government Digital Strategy

[Government Digital Strategy](#) – "to create a world-leading digital economy that works for everyone."

Digital skills / inclusion one of seven pillars of the UK digital strategy:

- Digital capability for all
  - Digital skills for the digital economy
  - Working together

Policy context

The government plans to make training in basic digital skills free for adults in England who lack relevant qualifications. https://www.gov.uk/government/news/government-plans-to-make-the-uk-one-of-the-most-digitally-skilled-nations

→

"a specified qualification in making use of information technology" is added alongside literacy, numeracy as a level 2 vocational qualification.

→

Secretary of State to determine which qualifications are included.

Proposal passed into law

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Consultation in process on the details of new offer

Policy context

"In today's digital economy, being able to use modern technology and navigate the Internet should be considered as important as English and Maths.

But too many people struggle to get by, with more than ten million adults in England lacking the basic digital skills they need.

We will make sure all adults who need it can receive free training in digital skills to equip them for the modern world."

Secretary of State for Culture, Media and Sport Karen Bradley

Policy context

We are committed to making sure that everyone, regardless of age or background has the digital skills they need to enjoy the benefits of modern technology. Whether it's applying for a job, accessing vital services or as consumers, our world is increasingly moving online - and we don't want anyone left behind.

Our reforms will mean that people who lack basic digital skills will get the training they need to get on the ladder of opportunity for the jobs of the future."
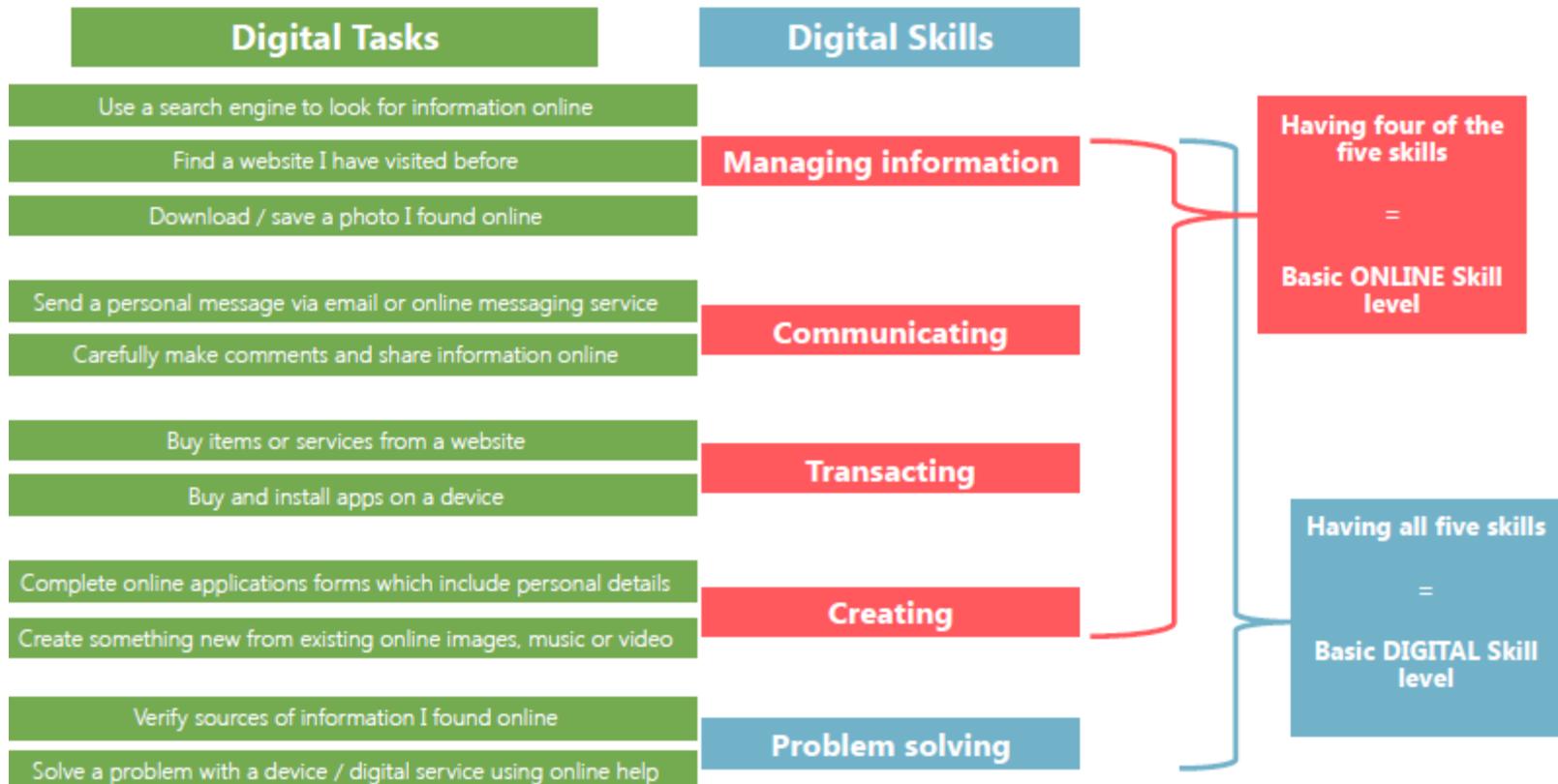
Skills Minister Robert Halfon

UK basic skills

- 12.6 million adults in the UK don't have the required level of Basic Digital Skills.
- Nine in ten of all adults are capable of 'managing information' and 'communicating' online.
- Variation across differing demographic and social groupings:
- The Basic Digital Skills level amongst ABC1s is higher than the national average at 87%, but is significantly lower amongst the C2DE social grades (65%).
- Greater London (84%), Scotland (81%), the South East and South West (both 81%) Wales –where internet access is lowest –displays the lowest levels (62%).

Go On UK Basic digital skills framework


Methodology

Classification

Digital Tasks	Digital Skills	
Use a search engine to look for information online		
Find a website I have visited before	Managing information	Having four of the five skills
Download / save a photo I found online		=
		Basic ONLINE Skill level
Send a personal message via email or online messaging service	Communicating	
Carefully make comments and share information online		
Buy items or services from a website	Transacting	
Buy and install apps on a device		
		Having all five skills
Complete online applications forms which include personal details	Creating	=
Create something new from existing online images, music or video		Basic DIGITAL Skill level
Verify sources of information I found online	Problem solving	
Solve a problem with a device / digital service using online help		

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2018 - New Essential Digital Skills Framework

- Digital skills needed to participate in life, the significant majority of jobs, and further study

- 1.3m UK adults, including 10% of the workforce, are disadvantaged at home or at work by not having essential digital skills

- Updated framework basis for new national standards for essential digital skills

Digital Skills - Framework Diagram
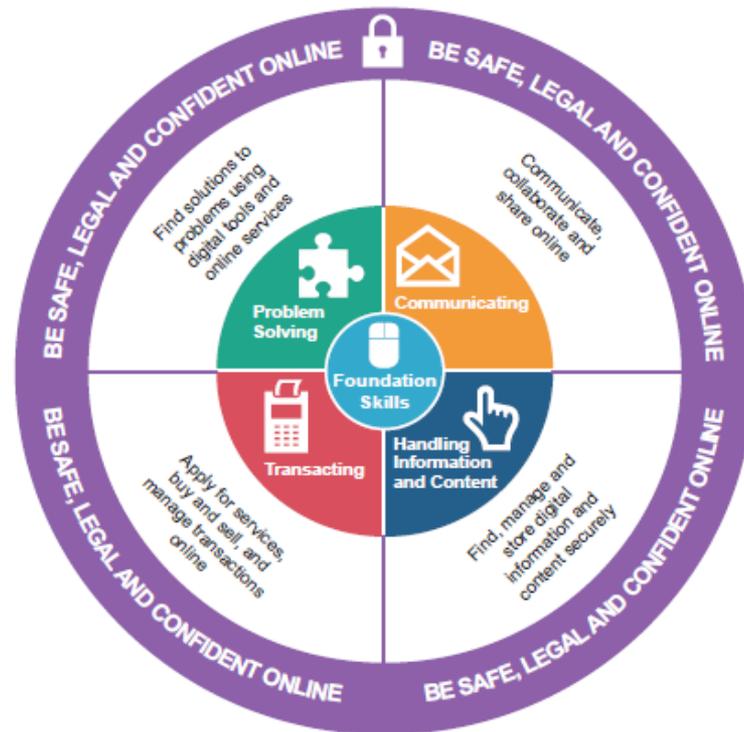
Essential Digital Skills Framework

- Update of the Basic Digital Skills framework since 2015 reflects changes to technology
- Introduces distinction between essential digital skills for life and for work.
- Areas covered include managing information, communicating, transacting, problem solving, and being safe and legal online
- New framework results from consultation, with industry, charities, national and local government departments, academics and individuals

Digital Foundation Skills

Digital Foundation Skills - Adults will need to have the following foundation skills which underpin all essential digital skills

Digital Foundation Skills	Examples
I can turn on a device	Turn on the device and enter any account information as required
I can use the available controls on my device	Use a mouse and keyboard on a computer, use a touch screen on a smart phone or tablet
I can make use of accessibility tools on my device to make it easier to use	Use settings menus to change device display to make content easier to read
I can interact with the home screen on my device	Find applications by choosing the correct icons on the home screen
I understand that the internet allows me to access information and content and that I can connect to it through Wi-Fi	Connect a device to the internet using the Wi-Fi settings, and insert the password when required
I can connect my device to a safe and secure Wi-Fi network	
I can connect to the internet and open a browser to find and use websites	Locate the browser icon on a device and find a website
I know that my passwords and personal information need to be kept safely as they have value to others	Keep login information for a device and any websites secure, not shared with anyone or written down and left prominently near my device
I can update and change my password when prompted to do so	

Communicating

Communicating - Communicate, collaborate, and share

Skills for life	Additional skills for work	Life examples	Work examples
I understand the importance of communicating securely	I understand and conform with my organisation's IT and social media policies		
I can set up an email account	I can comply with my organisation's security protocols when accessing my email or working remotely		Use the email address book of my organisation to send emails to colleagues and use the 'cc' option when requested
I can communicate with others digitally using email and other messaging Apps	I can communicate in an appropriate way for my organisation by using email, online and collaborative digital tools	Set up a group on messaging platforms, such as WhatsApp or Messenger, to talk to friends or family members	Work remotely using a virtual private network when provided by my employer, and use the requested authentication to connect
I can use word processing applications to create documents		Use word processing software to create a CV or a letter	Use different document formats such as PDF to make it easier to share documents with colleagues
I can share documents with others by attaching them to an email		Send photographs and other documents to friends and family as an email attachment	Use document sharing though web based applications such as Google Docs to work on a document in collaboration with colleagues
I can communicate with friends and family using video tools	I can use digital collaboration tools to meet with, share and collaborate with colleagues	Set up and use video-telephony products such as Facetime or Skype for video communications with friends and family	Use video-conferencing products such as Skype and Facetime to communicate with colleagues on conferences and calls
I can post messages, photographs, videos or blogs on social media platforms	I can use professional online networks and communities	Be a member of and manage personal networking sites, such as Facebook	Be a member of and manage my account on professional networking sites, such as LinkedIn
		Post appropriately on social media. Visit and post to forums such as Mumsnet or Reddit	

Handling information and content

Handling information and content - Find, manage and store digital information and content securely

Skills for life	Additional skills for work	Life examples	Work examples
I understand that not all online information and content that I see is reliable	I understand and conform with my organisation's policy for IT use	Understand that not all entries in online encyclopaedias, such as Wikipedia, are true or reliable	
I can evaluate what information or content may, or may not, be reliable			
I can use search engines to find information and make use of search terms to generate better results		Search for news using a browser such as Chrome, Internet Explorer or Safari	Search for information requested by a supervisor using browsers such as Chrome, Internet Explorer or Safari
I can use bookmarks to save and retrieve information on my web browser			
I can access information and content from different devices	I can synchronise and share information across different devices including computers, tablets and mobile phones		Manage a calendar or appointments system on multiple devices, including work computer and phone or tablet
I understand that the cloud is a way that I can store information and content in a remote location		Use a cloud storage account for a music or photo collection (from legal sources such as Apple iCloud, Instagram) and access the collections from different devices, such as a laptop or a smartphone	
I can organise my information and content using files and folders on my device or on the cloud			
I can use the internet to legally access content for entertainment including films, music, games and books		Stream music from legal sites such as Spotify or Apple Music, or watch streamed movies from legal sources such as Netflix or Amazon Prime	

Transacting

Transacting - Register and apply for services, buy and sell goods and services, and administer and manage transactions online

Skills for life	Additional skills for work	Life examples	Work examples
I can set up an account online, using appropriate websites or apps, that enable me to buy goods or services	I can complete digital records for absence, holidays or expenses online	Set up online accounts for public services such as with your local council or a Government Department	Submit requests for annual leave, record absence from work or submit expenses claims online
		Set up online accounts with retailers to order and pay for goods online such as through Amazon or eBay	
		Use travel websites and Apps to book tickets and make reservations	
I can access and use public services online, including filling in forms		Make a GP appointment online	
		Complete online forms to apply for a television license or road tax	
I can use different payment systems, such as credit/debit card, direct bank transfer, and phone accounts, to make payments for goods or services online	I can access salary and expenses information digitally including password protected payslips	Set up and use online and telephone banking through websites or Apps, keeping access information secure	Review own payslip and salary payments when received digitally
		Upload a CV to an online recruitment site	
I can upload documents and photographs when this is required to complete an online transaction			
I can fill in online forms when required to complete an online transaction		Complete an online application form – such as for a job	
I can manage my money and transactions online and securely, such as my bank, through the use of websites or Apps			

Problem solving

Problem solving - Find solutions to problems using digital tools and online services

Skills for life	Additional skills for work	Life examples	Work examples
I can use the internet to find information that helps me solve problems	I can use the internet to find information that helps me solve problems at work	Use the internet to find specific information related to life tasks that need to be carried out: e.g. finding a recipe, or finding information that helps plan travel	Use the internet to identify alternative ways of resolving a problem encountered at work such as finding digital solutions to stock control
I can use the internet to find sources of help for a range of activities			
I can use chat facilities (where available) on websites to help me solve problems		Use the help, FAQ section or chat facility of a manufacturer's website or other related content to work out how to fix an issue with a device	
I can use online tutorials, FAQs and advice forums to solve problems and improve my skills in using devices, software and applications		Find out how to do something by using a tutorial video such as those found on YouTube	
	I can use appropriate software to present information to others		
	I can use appropriate software, including a spreadsheet, to manipulate and analyse data to help solve problems at work		Use spreadsheets to plan the cost of a project
	I understand that different digital tools can improve my own and the organisation's productivity		Use analytic tools to monitor website usage and spot trends that enable decisions to be made about marketing tactics

Being safe and legal online

Being safe and legal online - Stay safe, legal and confident online

Skills for life and work	Life examples	Work examples
I understand the risks and threats involved in carrying out activities online and the importance of working securely	Make sure that online login information is not shared with anyone	Follow organisational guidelines and policies for choosing login information including choosing secure passwords and changing them when prompted
I understand that viruses can damage my computer and that security software should be used to prevent this		
I understand that my online activity produces a permanent record which could be accessed by others and used both now and in the future	Ensure your posts on social media are not offensive or inappropriate	Know whether your organisation has IT Use and social media policies and apply them
I understand that others can capture and use my data and that I can protect and secure my personal data against such threats through privacy settings		
I understand that I must not share other people's data online without their consent	Ensure that nothing is posted on social media about others, including children, without their permission	
I can respond to requests for authentication for my online accounts and email	Use a second device to receive codes when a website provides dual factor authentication and input the code to access the associated account	
I keep the information I use to access my online accounts secure, using different and secure passwords for websites and accounts	Create passwords using three random words or with at least 8 characters, using lower- and upper-case letters, numbers and symbols	
I can set privacy settings on my social media and other accounts	Apply privacy settings to Facebook to ensure only friends can see posts and shared content	
I can identify secure websites by looking for the padlock and https in the address bar		
I can recognise suspicious links in email, websites, social media messages and pop ups and know that clicking on these links or downloading unfamiliar attachments could put me and my computer at risk	Activate pop-up blockers on my web browser to reduce the threat from malicious sites	Know and use specific procedures to report suspicious emails to IT support staff in your organisation
I understand why it is important to keep my computer systems and security software up to date and I allow them to be updated when prompted	Set automatic updates in the settings menu for the computer operating system and security software	Follow specific organisational guidelines to allow updates of software
I understand why I cannot take and use content (images and documents from the web) that belongs to others without their permission because I know that online material is subject to copyright and intellectual property legislation	Use search tools to find and access images and other online content that can be used by others	Know that open source sites are available for content that can be used in the workplace and make use of them
I make sure that any information or content is backed up frequently by making a copy and storing it separately either in the cloud or on an external storage device	Use an external storage drive and copy any new documents on to it at the end of the day	Follow specific organisational guidelines to allow backing up of content from work-based devices

National standards consultation

- Revised national standards (Entry Level 1 to Level 2) for adult basic digital skills.

- Adults will have the opportunity to undertake improved digital courses based on new national standards which will replace national standards that date back to 2005.

- New standards will define the basic digital skills and knowledge needed to safely benefit from, participate in and contribute to an increasingly digital world.

- They will underpin the next generation of basic digital skills qualifications for adults

Structure

Organised by **skill area**

Proposed skill areas:

- Handling information
- Digital content creation and manipulation
- Communicating
- Transacting
- Being safe and legal online

Skill levels

- Each skill area is further broken down into constituent **skills**.

- Minimum overlap between the skills within a skill area (and between skill areas).

- For each skill there are a number of **skill statements** which describe the capabilities an individual (learner) at a particular level (E1 to L2) should have in relation to this skill.

Skill area

Skill area

	E1	E2	E3	L1	L2
Handling information					
Finding and evaluating information	Understand how a search engine is used and be able to identify and open one	Search for, access, and navigate a website	Carry out simple searches to find information and content online and on a device, including searching on attributes	Use appropriate search techniques to locate, select and bookmark information, identifying reliable and authoritative sources of online content	

Skill   **Skill statements**

Skill area: Handling Information

		E1	E2	E3	L1	L2
Handling information Find, evaluate, manage, store and act on digital information and content						
Finding and evaluating information	1	Understand how a search engine is used and be able to identify and open one	Search for, access, and navigate a website	Carry out simple searches to find information and content online and on a device, including searching on attributes	Use appropriate search techniques to locate, select and bookmark information, identifying reliable and authoritative sources of online content	
Storing and managing information	2	Open and read information from a file	Save information to a file	Organise information using files and folders	Organise information from different digital sources using folders, hierarchy and tagging	
	3		Understand that information can be stored and retrieved on a device	Understand the basic characteristics and main uses of local and remote storage	Select and use local and remote storage for a purpose	Manage synchronisation across devices
Acting on information	4		Recognise and identify simple technical problems in a digital environment	Recognise, describe and report a technical problem in a in digital environment	Use online tutorials, FAQs and help facilities to seek the solution to a problem, and apply digital tools or technological responses to simple technical problems	Find and apply technical solutions to problems on different devices

Skill area: Digital content creation and manipulation

		E1	E2	E3	L1	L2
Digital content creation and manipulation Developing and manipulating digital content for a purpose						
Developing digital content	5	Enter text in simple documents	Enter and format text in simple documents	Use suitable applications to enter, edit and format information (including text and graphics) for a purpose	Use suitable applications to enter, edit, format and layout information (including text, simple tables, graphics, charts or other digital content) for a purpose	Use suitable applications to integrate and layout varied and complex digital content for a range of purposes and audiences
Creating and editing digital media	6	Take a digital image or video on a digital device	Crop or re-size a digital image using a suitable application	Edit or enhance digital media using appropriate tools		
Processing numerical data	7			Carry out simple processing of numeric data for a purpose	Process and chart straightforward numeric data for a purpose	Process and chart more complex numeric data for a purpose

Skill Area: Communicating

		E1	E2	E3	L1	L2
Communicating Communicating, interacting, collaborating and sharing with others						
Communicating	8	Receive and reply to an online communication	Send and receive online communications using appropriate language	Send and receive online communication using appropriate language and style using a range of suitable applications	Create and use contacts when sending and receiving online communications and attachments to multiple recipients/groups, using appropriate modes of communication and language for different types of interaction	Use and manage digital collaboration tools
Sharing	9			Share digital content using messaging and social media	Share digital content using cloud-based services	Control access to shared content with selected contacts and groups

Skill Area: Transacting

|		E1	E2	E3	L1	L2
Transacting Buying and selling goods and services, organising finances, registering for and using government services						
Completing online forms and managing accounts	10	Enter information into a simple online form	Complete and submit an online form, including understanding and complying with verification checks	Register for an account or a service online	Manage an online account or a service, including setting preferences	
Buying and selling online	11	Understand there are a range of ways to buy and sell online	Compare items for sale from different sources	Be able to buy an item online, including online payment	Create an online selling account	Create an online ad for an item using rich media
Using online public services	12	Understand that a range of public services from local and national government are offered online		Be able to create and use an account on a public services website		
	13	Understand you can apply for jobs online		Be able to apply for a job online	Create and manage an online CV when job hunting	
Organising personal finances online	14	Understand you can organise your finances and conduct financial transactions online		Be able to access financial services online, including those requiring multi-factor authentication	Carry out routine financial transactions online	

Skill Area: Being safe and legal online

		E1	E2	E3	L1	L2
Being safe and legal online Be aware of and manage privacy, data and legality online						
Protecting privacy	15	Understand that personal information and online activity may be stored by devices and online services	Understand the need to protect personal information and privacy	Identify and demonstrate simple methods to protect personal information and privacy in digital environments	Identify and demonstrate methods to protect personal information and privacy in digital environments	
Protecting data	16	Know that online risks and threats exist	Understand the need for safety and security online	Identify simple methods to protect devices and digital content from online risks and threats	Use one method of protecting devices and digital content from online risks and threats	Apply different methods to protect devices and digital content from online risks and threats
	17	Use a password to access a device	Use a password to access an online account or service	Demonstrate understanding of, and how to create, use and maintain a secure password	Create and use secure passwords on multiple devices and online services	
	18		Show awareness of the need to backup information	Backup information to another destination on the same device or an external storage device	Back up information using a cloud provider	Schedule automatic back-ups of information using a cloud provider
Staying legal	19			Understand basics of copyright for digital content	Identify and access legal sources of digital content for entertainment	
Risk awareness	20	Minimise the physical stress of seating, lighting and hazards	Minimise the physical stress of seating, lighting and hazards	Understand and use simple methods to avoid physical and psychological health risks while using digital technologies	Understand and apply methods to avoid physical and psychological health risks while using digital technologies	

Priority groups

- 35% of people in lower socio-economic groups lack basic digital skills, compared with 13% of those in higher socio-economic groups.
- 43% of over 65s have basic digital skills, compared to 93% of 15 to 24 year olds.
- Unemployed / low skilled jobs
- Low income
- Low level / no qualifications
- Elderly
- Older workers
- Adults with disabilities
- Socially excluded
- ESOL
- Those at risk of poor health.

Evidencing impact

- [digital inclusion evaluation toolkit](#).
- Designed for everyone involved in trying to increase digital participation
- The toolkit can be used for small or large organisations
- Can be used for independent evaluation
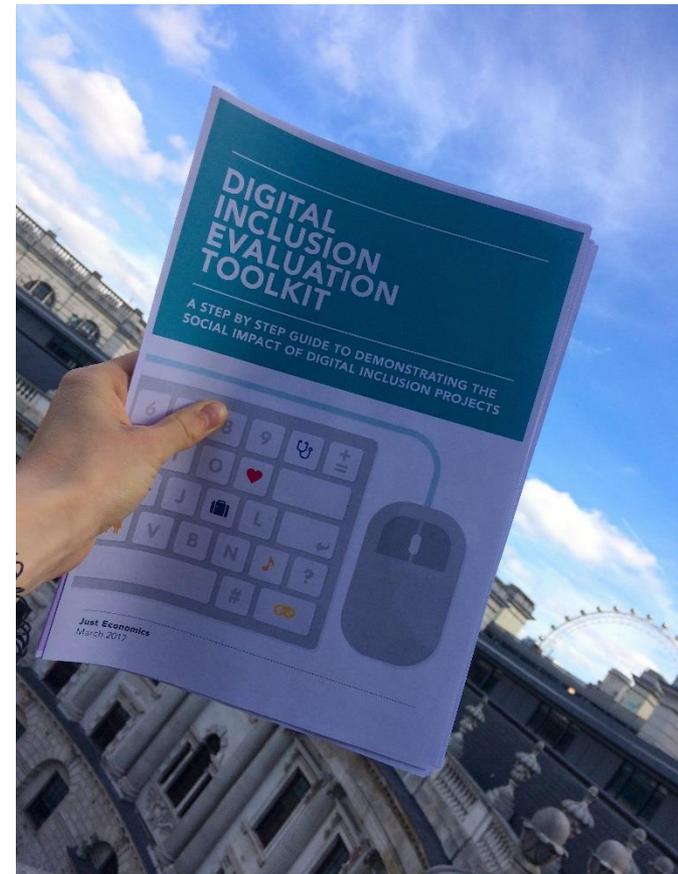
Considerations

- Do the proposed skill areas cover the full range of basic digital skills.

- If there are any skills you think are missing, what are they?

- What are your priority groups?

- How would the digital skills entitlement meet the needs of these groups?

- Who will deliver?

- How would you future proof?

THANK YOU QUESTIONS

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